
Subject: KWIC Equipment Repair/Warranty/Disposal

Effective Date: October 1, 2004

Revised from: KWIC Owners Guide

Policy: Equipment used in the operation of the Kansas WIC Program is to be properly maintained throughout the service life of each unit through the use of warranty service, local technical support, and KWIC Help Desk support. Disposal of obsolete equipment must occur within one month of removal from service.

Procedure:***Repair vs. Replace Old Equipment***

The original equipment purchase was based on the idea that the 3 year next business day on-site warranty would handle all repairs for the life of the computer or printer. Most of the equipment will last longer with no problem but at some point will need to be repaired or replaced. As a general guide, once it is off warranty the need to replace equipment increases when:

- The cause of the problem is not obvious and inexpensive, i.e. a power supply is cheap if you have an in-house person to replace it.
- The cost to diagnose the problem is more than 10% of the replacement cost, i.e. it cost \$95 to get a technician on site (\$750 will buy a new replacement CPU).
- All costs related to the repair are more than 20% of the replacement cost.
- The reliability of the machine is critical to your operation, i.e. 1 problem PC out of 2 in the clinic is a greater problem than 1 out of 5 depending on staffing.

Disposal of Old Equipment

In order to get rid of old equipment, the following is needed:

- Description and brand name of the equipment (an Okidata printer for example)
- Serial number
- KDHE Inventory Number (if there is one)
- Condition of the Equipment
 - In working condition,
 - Not working-serviceable,
 - Not working-not serviceable,
 - Obsolete-working,
 - Obsolete-not working.

This information can be sent to the State WIC contact for your clinic or telephone 785-296-1320. After a review at the state office the Local Agency will be informed of the action to be taken. Often, the Local Agency will be directed to do whatever they deem necessary for older items.

Warranty Access

The KWIC system has provided equipment to the state and clinic sites from a number of companies. The brand names and models were carefully selected to provide reliable and consistent operation with minimal problems. Problems do occur regardless of the best planning

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and purchasing. The following information is intended to help guide you through the problem resolution process.

Overview

1. Call the KWIC Help Desk.
 - Help to resolve KWIC application problem.
 - Guide the caller to the next most likely resource to resolve the problem.
2. Involve Local Technical Staff.
 - Help to resolve problems with non-KWIC applications and the local computer network.
 - Can check some likely hardware problems that require someone to be onsite, i.e. open cabinet and re-seat a card.
 - Confirm hardware as the problem.
3. Call for Warranty Service.
 - Call at the direction of the KWIC Help Desk or local technical staff.
 - The person most familiar with the problem should make the call.
 - Explain the steps already taken to diagnose the problem.
 - Attempt any additional tests or adjustments that you have the knowledge or experience to handle. DO NOT exceed your ability. Use local technical staff if the request is too complicated.
 - Request warranty service if the problem has not been resolved.
4. Confirm that Problem Is Resolved.
 - Confirm that everything is working before you hang up the phone or the warranty technician leaves.
 - Do not let a problem exist for more than a few hours or a day before starting this process again when problems reoccur.
5. Identify Equipment as Not Repairable (see Sec. 3. Disposal of Old Equipment)

Length of Warranty Period

You will need the express service code (Dell) or serial number before calling the numbers listed below. The warranty period begins the date the item was received by KDHE or the clinic. This date is listed on the KWIC Inventory Worksheet for your clinic.

Type of Equipment	Warranty*	Telephone #
Dell PC & Notebook	3 years	1-800-981-3355
Dell Wireless Router	1 year mail in	1-800-981-3355
ST9325 Printer	3 years	1-800-922-8501

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ST9216 Printer	3 years	1-800-343-4441
LS700 UPS	2 year mail in	1-800-981-3355
Compaq ML350 Server	3 years	1-800-474-6836
Compaq ML330 Server	1 year	1-800-474-6836
HP Switch	Life of product	1-800-474-6836
HP Printer	1 year mail in	1-800-474-6836

* All warranties are on site next business day service unless otherwise indicated.